GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:351
ANSWERED ON:07.08.2002
FAULT RATE
RAMJI MANJHI

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the fault rate in telephone exchanges in Delhi and other parts of the country;

(b) whether it is as high as 19.5 per month for 100 stations in Delhi;

(c) if so, the reasons therefor; and

(d) the steps taken to reduce the fault rate?

Answer

THE MINISTER OF PARLIAMENTARY AFFAIRS AND COMMUNICATIONS & INFORMATION TECHNOLOGY (SHRI PF MAHAJAN)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) TO (d) OF LOK SABHA STAI QUESTION NO. 351 FOR 7TH AUGUST, 2002 REGARDING FAULT RATE.

(a) & (b): Sir, the average fault rate in Telephone exchanges in Delhi and other parts of the country for the month of March, 02 is given at Annexure-I, which is around 19.5 in Delhi & J&K and lower in other parts of the country.

(c) & (d): Reasons for high fault rates and steps taken to reduce the fault are given at Annexure-II.

ANNEXURE-I

FAULT RATE- MTNL as on 31.3.2002

Sl.No.	Unit	Fault Rate
1.	Delhi	19.4
2.	Mumbai	8.29

FAULT RATE- BSNL as on 31.3.2002

Sl. No.	Unit	Fault Rate
1.	Andaman & Nicobar	11.6
2.	Andhra Pradesh	9.9
3.	Assam	12.2
4.	Bihar	11.1

5. Chhatisgarh 12.4
6. Gujarat 13.7

7 Haryana 13.9

8. Himachal Pradesh 10.9

9. Jammu & Kashmir 19.9
10. Jharkhand 10.7
11. Karnataka 11.4
12. Kerala 11.7
13. Madhya Pradesh 10.5
14. Maharashtra 10.5
15. North East-I 11.3
16. North East-II 9.1
17. Orissa 11.8
18. Punjab 14.6
19. Rajasthan 15.6
20. Tamilnadu 8.1
21. Uttaranchal 12.7
22. Uttar Pradesh (East) 11.3
23. Uttar Pradesh (West) 11.5
24. West Bengal 9.4
25. Calcutta 12.8
26. Chennai 12.9
All India 11.6

ANNEXURE-II

The reasons for comparatively high fault rate in MTNL, Delhi are enumerated below:-

• Large scale digging activities by various civic agencies, like Municipal corporation of Delhi (MCD), New Delhi Municipal Corporation (NDMC), Public Works Department (PWD), Delhi Metro Rail Corporation (DMRC), Private Service Providers (PSP) e resulting into massive damage to underground cables.

• The practice of providing Distribution Points (DPs) on poles and then providing connection by taking drop wires from these DPs.

• Practice of using drop wire without proper accessories.
• The practice of adding more pillars at the same place and interconnecting them through pipes.

• Long length of underground cables particularly in outlying areas where cable length is in the range of 10 to 15 Kms.

MTNL, Delhi has initiated following steps to reduce the fault rate:-

• Paper core underground cables are being replaced by Jelly Filled Cables/Optical Fibre Cables in phased manner.

• Subscriber Loop length is being reduced by planning more RSUs/RLUs (Remote Switching/Line Units).

• Fixed Wireless in Local Loop (WLL) and Digital Line Concentrator (DLC) Systems are being introduced in the Customer Acces Network for better performance.

• CORDECT Systems have been made operational in MTNL, Delhi.

• Line staff is provided with pagers for easy communications and follow up with testing staff for speedy clearance of faults.

• Computerized fault reporting system is introduced, which helps in booking testing and sending the faults to the concerned line staff quickly.

• Faults are monitored on daily basis by Senior Officers.

• Rehabilitation of outdoor network, by way of replacement of old drop wires having joints, block wiring, sealing of existing DPs and providing internal 5 pair DPs have been done

• Customers access is done through 5 pair cables wherever the demand is 2 pair or above.

Similar measures have also been taken at all India level. In particular, emphasis is being placed on rehabilitation of the external plant,

creation of pole-less areas and use of optic fibre cable to remote subscriber units and Digital Line Concentrators as close to subscriber locations as possible. A programme of systematically bringing the fault rate to single digit in exchange areas has been taken and is being monitored very closely.